

**Department of Information Services
Customer Advisory Board
March 6, 2000
Meeting Minutes**

Members Present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Jim Albert, Attorney General's Office
Brian Backus, Office of the Administrator for the Courts
Al Bloomberg, Department of Natural Resources
Dan Fannin, Center for Information Services
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of State Treasurer
Kathy May, Department of Transportation
Bob Monn, Department of Ecology
Tom Neitzel, Health Care Authority
Tom Parma, Department of Financial Institutions
Dan Parsons, Washington State Patrol
Herb Potter, Department of Agriculture
Don Price, Department of Corrections
Patti Prouty, Office of the Secretary of State
Dale Putnam, Washington State Patrol
Jim Reitz, Department of Retirement Systems
Susie Smith, State Auditor's Office
Shelagh Taylor, Department of Labor and Industries**

DIS Staff present:

**Steve Kolodney, Director
Mike Curtright, Computer Services Division
Mike McVicker, Telecommunication Services Division
Laura Parma, Interactive Technologies
Dave Kirk, Digital Government Applications Academy
Lance Calisch, Management & Oversight of Strategic Technologies
Lourdes Collins, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dennis Hausman, Management & Oversight of Strategic Technologies
Andy Hix, Management & Oversight of Strategic Technologies
David Koch, Management & Oversight of Strategic Technologies
Andy Marcelia, Management & Oversight of Strategic Technologies
Paul Piper, Management & Oversight of Strategic Technologies
John Saunders, E-Commerce
Kathleen White, Communications**

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Sub-Committee Reports

Infrastructure - Phil Grigg

Phil gave an update on the NT Pilot Team. They are conducting interview sessions and will provide information at next month's meeting. DIS Computer Services Division is offering a back-up and recovery service offering. Anybody interested in this offering is encouraged to attend a meeting Wednesday, March 8, 2000, at 3:30.

Technical Architecture Advisory Group (TAAG) – Mike Curtright

Paul Piper will chair the E-forms group. Staff members interested in joining the group are encouraged to attend the Wednesday meeting at 3:30 p.m. Chair, Thomas Bynum, requested an email inviting participants be forwarded to the CAB Committee list.

Digital Government

Steve Kolodney presented "From Inline to Online." He discussed the second printing (Version 1.1) of the Digital Government Plan. One of the statements he shared was "Like the private sector, we must launch applications that compete with traditional methods of service delivery and be prepared to rebalance resources as citizens select the internet as their preferred way to interact with government."

When a new version of the Digital Government Plan is produced, it will be available on Access Washington.

Computer Services Division - Mike Curtright

Mike presented "Expanding the Foundation for the Future" with an update for the Computer Services Division. Some of the projects they are involved with include a web hosting service in a secure environment, enterprise storage, and cross platform monitoring and management.

Telecommunications Services Division – Mike McVicker

Mike discussed the expansion of the utilization of the Intergovernmental Network (IGN). Other projects include: Windows 2000 pilot scheduled for completion at the end of April; and the Electronic Mall currently offers electronic access to five contracts available for purchasing personal computer equipment and software. They are participating in a project to implement an e-government security architecture.

There is a Virtual Private Network (VPN) pilot project and other projects including: Telecommunications Services Division (TSD) business process review; network backbone service audit; upgrade for DIS token-ring network; deployment of Automated Teller Machine (ATM) service on statewide backbone network; and deployment of K-20 Phase 3 network.

Interactive Technologies – Laura Parma

Laura presented an update about two projects: Access Washington and the Electronic Commerce Group. She also presented an update of the .gov infrastructure that consists of Trans@ct Washington, Inside Washington, and Access Washington. Access Washington is considered to be the 'portal.'

Interactive Technologies – Laura Parma - *continued*

Trans@ct Washington is considered an extension of the portal and includes external trading partners, user registration and authentication, and agency application registrations. She provided a handout entitled “Web Presentation Guidelines for Digital Government” and encouraged agencies to review it.

Methods for delivering electronic commerce are being evaluated.

Digital Government Applications Academy – Dave Kirk

Dave presented an update and handout about the Academy. The current training on Permits 101 has been well received and involves about ten permitting projects that are being developed by six state agencies. The Academy is looking into offering classes pertaining to store fronts and electronic forms for agencies and companies that may have items to sell, and processes to automate.

General Electric 1999 Annual Report – Steve Kolodney

Steve presented a handout of the final three pages of General Electric’s Annual Report to the Shareholders for 1999. The message they sent was a positive one and implies that the transformation to e-Business was worth the effort.

Proposed Intellectual Property Executive Order – Steve Kolodney

Steve presented the “Draft Executive Order on Computer Software Piracy” with his favorable support and asked the board to review it. The Chairman requested comments be forwarded to Paul Taylor within the next couple weeks.

Y2K Keys to Success/Lessons Learned – Barry Rau, Sterling Associates

Barry gave a final presentation on the Year 2000 readiness project and the keys to its success. His presentation is available on the DIS website for review. Some of the same oversight may need to be applied when agencies transform current processes to e.government.

New Business – None

Meeting adjourned. Next meeting March 27, 2000.